

MOTION BY SUPERVISOR DON KNABE

September 22, 2015

On January 13, 2015, this Board approved the transfer of the Office of Small Business (OSB) from the Internal Services Department (ISD) to the Department of Consumer and Business Affairs (DCBA). The Board further approved the creation of a Small Business Concierge service and budgeted position within DCBA to serve as a one-stop location for current and prospective small business owners to receive assistance with any potential issues that involve starting up a new business, or doing business in or with the County in areas such as permitting and contracting.

In order to effectively address the challenges of small business owners in navigating through the County's procedural requirements, it is imperative that the Small Business Concierge work closely with those departments that are involved in the permitting or contracting process for a resident small business.

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RIDLEY-THOMAS _____

KUEHL _____

KNABE _____

ANTONOVICH _____

I, THEREFORE, MOVE, that the Interim Chief Executive Officer, in coordination with the Department of Consumer and Business Affairs, submit a report to the Board in 30 days that contains:

1. A listing of all County departments whose approval a resident would potentially need in order to establish or maintain a small business, including a description of each of these departments' role in the approval process, and the departmental contact person(s)/liaison responsible for the approval process.
2. Identify the process by which the Small Business Concierge will work with these departments in order to provide current and prospective small business owners with a centralized and expeditious experience as they attempt to get the various approvals they need from the County.
3. A comprehensive marketing strategy to inform the small business community of Los Angeles County of the existence of the Small Business Concierge and the services that the Concierge offers.
4. An internal small business reference document that could be consistently used by all County departments, containing information such as specific services provided to business owners, contact information, and a flowchart on the typical steps required to start and operate a small business in Los Angeles County.

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5. An update on:

- a. The transfer of the Office of Small Business and the Small Business Commission to the Department of Consumer and Business Affairs.
- b. The establishment of the Small Business Concierge, and the progress made toward the Small Business Concierge becoming a true “one-stop shop” for small business owners who need to interact with various County departments.

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